

MINISTRY OF EDUCATION AND SCIENCE OF THE KYRGYZ REPUBLIC

JALAL-ABAD STATE UNIVERSITY NAMED AFTER B. OSMONOV

ACCEPTED

Academic Council of JASU
named after. B. Osmonova
Protocol No. 11 of June 26.
2023y

AFFIRM

RECTOR JASU named after
B. Osmonov
K.Zh.Usenov

« _____ »

2023y



RULES FOR CONDUCTING APPEALS BASED ON EXAM RESULTS

Жалал-Абад 2023

RULES FOR CONDUCTING APPEALS BASED ON EXAM RESULTS

1. General Provisions

1.1. These Rules have been developed in accordance with the *Rules for the Organization of the Educational Process Using Credit Technology* (Order of the Minister of Education and Science of the Kyrgyz Republic No. 152 dated April 20, 2011, with amendments and additions), and the *Standard Rules for Current Academic Performance Monitoring, Intermediate, and Final Attestation*, with the purpose of regulating the procedure for conducting appeals based on the results of intermediate attestation exams.

1.2. A student of B. Osmonov Jalal-Abad State University (JaSU) who disagrees with the result of a final exam may submit an appeal no later than the next working day after the exam.

1.3. The appeal procedure includes the following stages:

- receiving applications from students;
- collecting and analyzing information;
- holding a meeting of the Appeals Commission and reviewing materials;
- making a decision on the appeal;
- recording the minutes of the Appeals Commission meeting;
- entering changes into the student's academic record;
- informing students of the results of the appeal.

1.4. Student appeals are reviewed by the Commission during the examination session period in accordance with the University's Academic Calendar. The results of the appeal are communicated to students within one week after the end of the examination session by the deans of the faculties.

1.5. The Appeals Commission is established for the duration of the examination session by order of the Rector or Vice-Rector for Academic Affairs of the University. It is chaired by the Vice-Rector for Academic Affairs and includes the following members: the Head of the Academic Department, the Head of the IT and Quality Management Center (QMC), and the Deans of the faculties.

Heads of departments and developers of test assignments may be involved in the work of the Appeals Commission as necessary.

1.6. In its activities, the Appeals Commission is guided by these Rules.

1.7. The Appeals Commission operates during the examination session period specified in the University's Academic Calendar for the academic year.

1.8. The Appeals Commission receives and reviews students' applications and makes decisions on amending the results of intermediate attestation final exams within one week after the end of the examination session.

1.9. Members of the Appeals Commission (Deans of faculties) inform students of the appeal results within one week after the completion of the Commission's work by sending notifications via email or posting them in the personal account of the University's AVN Information System (IS).

2. General Procedure for Conducting Appeals

2.1. Students who disagree with the results of a final exam must submit a handwritten appeal application addressed to the Chairperson of the Appeals Commission (according to the form provided in the Appendix) no later than 18:00 on the next working day after the exam.

2.2. Appeal applications are processed depending on the form of the exam, in accordance with Sections 3, 4, 5, and 6 of these Rules.

A student who disagrees with the actions of supervising instructors or academic staff may submit an application in free form to the Chairperson of the Appeals Commission.

2.3. The Appeals Commission reviews the student's application and makes a decision on whether to amend the exam results.

If the appeal lacks a clear statement of the issue, is submitted after the deadline, or does not comply with the required format, the Appeals Commission shall dismiss the application from consideration.

2.4. The decision of the Appeals Commission is recorded in the minutes of the meeting, which are approved by the Chairperson.

2.5. The minutes of the Appeals Commission meetings are documented and stored in the Academic Department.

The transfer of the approved minutes to students is not permitted; a student may receive only an excerpt from the minutes reflecting the decision of the Appeals Commission concerning them personally.

2.6. Based on the decision of the Appeals Commission, the Information Technology Center enters the corresponding changes into the University's AVN Information System (IS) database or provides access within one week after the Commission completes its work.

2.7. Excerpts from the minutes of the Appeals Commission meetings for each student are forwarded to the dean's office.

Based on the Appeals Commission's decision, the Dean prepares an individual examination record for the student, which is attached to the main examination record along with the excerpt from the Appeals Commission minutes.

3. Procedure for Conducting Appeals for Exams Administered in the Form of Computer Testing

3.1. Appeals for exams administered through computer testing are categorized as follows:

- appeals related to the incorrect display of test assignment data (a student's personal opinion about the inaccuracy or content of a test question is not subject to appeal);
- appeals submitted in cases of technical failures of the testing system or equipment.

The application must clearly state the subject of the appeal and the reasons why the student disagrees with the exam result. The application form is provided in **Appendix 1**.

3.2. For appeals concerning the incorrect display of test assignments, the student must clearly specify the question and/or answer that is the basis for the appeal, such as:

- symbols or characters in the questions/answers displayed incorrectly;
- not all answer options were displayed;
- the task contained duplicate or identical answers;
- other display-related issues.

3.3. For appeals related to technical issues, the student must clearly state the specific reason for the discrepancy, such as:

- malfunction of the personal computer or peripheral devices (keyboard, mouse);
- malfunction of the testing program (e.g., opening of a second dialog box, unauthorized termination of the test, etc.);
- absence of a fragment or text in the test assignments;
- power outage or other force majeure circumstances.

3.4. When submitting an application, the student must indicate the classroom and the personal computer number where the exam was conducted.

3.5. The application is received by the duty supervisor or instructor, who confirms or does not confirm the grounds for the appeal and forwards the students' appeal applications to the computer lab operator.

3.6. If the grounds for appeal are confirmed, the computer lab operator provides information on the exam results in accordance with the student's application.

3.7. The student's application, along with supporting documents, is submitted to the Appeals Commission, where it undergoes the review procedure in accordance with clauses **2.3, 2.6, and 2.7** of these Rules.

4. Procedure for Conducting Appeals for Exams Administered in the AVN Information System (IS)

4.1. Appeals for exams administered in the AVN Information System (IS) are divided into two categories:

- appeals related to the incorrect display of test assignment data (a student's personal opinion about the inaccuracy or content of a test question is not subject to appeal);
- appeals arising from technical failures of the testing system or equipment.

The application must clearly state the subject of the appeal and the reasons why the student disagrees with the exam result. The application form is provided in **Appendix 1**.

4.2. For appeals concerning the incorrect display of test assignments, the student must clearly specify the question and/or answer that is the basis for the appeal, such as:

- symbols or characters in questions/answers displayed incorrectly;
- not all answer options were displayed;
- the task contained duplicate or identical answers;
- other display-related issues.

4.3. For appeals related to technical issues, the student must clearly specify the reason for the technical discrepancy, such as:

- malfunction of the testing software;
- absence of a fragment or text in the test assignments;
- other force majeure circumstances.

4.4. The application is received by the duty supervisor, who confirms or does not confirm the grounds for the appeal and forwards the students' appeal applications to the Head of the IT and Quality Management Center (QMC).

4.5. If the grounds for appeal are confirmed, the Head of the IT and QMC forwards the application for analysis to the AVN administrators, who provide information on the exam results in accordance with the student's application.

4.6. The student's application, along with supporting documents, is submitted to the Appeals Commission, where it undergoes the review procedure in accordance with clauses **2.3, 2.6, and 2.7** of these Rules.

5. Procedure for Conducting Appeals for Exams Administered in Written Form

5.1. When submitting an appeal application for exams administered in written form, the subject of the appeal must be clearly stated, indicating the specific reasons why the student disagrees with the exam result. The application form is provided in **Appendix 2**.

5.2. The application is received by the staff of the dean's office or college.

5.3. If the grounds for the appeal exist, the dean's office or college provides a copy of the student's written answer sheet from the respective exam. In cases where the answer sheets are stored in the University's departments or units, the dean's office or college requests a copy from the heads of those departments or units.

5.4. The student's application, along with supporting documents, is submitted to the Appeals Commission, which forwards it for expert review to the relevant department or unit.

5.5. The Head of the Department establishes an expert commission to review the subject of the appeal and prepare a written conclusion based on the findings of the review: *to amend the result by adding [number] points or to leave the result unchanged*.

5.6. The subsequent review procedure is carried out in accordance with clauses **2.3, 2.6, and 2.7** of these Rules.

6. Procedure for Conducting Appeals for Exams Administered in Oral Form

6.1. Appeals for exams administered in oral form are conducted through a re-examination (retake) of the oral exam before the Examination Commission for the respective discipline.

6.2. When submitting an appeal application, the subject of the appeal must be clearly stated, indicating the specific reasons why the student disagrees with the exam result. The application form is provided in **Appendix 2**.

6.3. The application is received by the Dean of the faculty.

6.4. The Dean of the faculty or Director of the college forwards the application to the Appeals Commission.

6.5. The Head of the Department or Head of the Unit establishes an Examination Commission and schedules the time for the re-examination of the oral exam. The student receives new examination materials through a self-guided random selection method and takes the exam.

6.6. The Examination Commission prepares a written conclusion on the results of the re-examination in free form, indicating the grade received. The grade obtained after the appeal is recognized as the final exam result.

6.7. The subsequent review procedure is carried out in accordance with clauses **2.6** and **2.7** of these Rules.

**APPLICATION FORM FOR APPEALING EXAMS CONDUCTED IN THE
FORM OF COMPUTER TESTING**

To: **Chairman of the Appeals Commission**

From: Student of the _____ year,
Group _____, Faculty/College

Form of study: _____

Specialty: " _____ "

Full name of student: _____

Contact phone: _____

APPLICATION

I hereby request a review of the exam results for the discipline(s) " _____ ",
taken on _____ **20** (date of exam) in Classroom No. _____ at Computer No.
_____, due to the following reason(s) (select as appropriate):

1. **Incorrect display of test assignments**, namely:
2. **Technical failure** that occurred during the exam, namely:

Signature of Student _____ Date

Examining Instructor _____
(Signature)

Head of IT and QMC Department _____
(Signature)

SAMPLE APPLICATION FOR APPEAL OF ORAL/WRITTEN EXAMS

To: Chairman of the Appeals Commission

From: Student of the _____ year,

Group _____, Faculty/College

Form of study: _____

Specialty: " _____ "

Full name of student:

Contact phone: _____

APPLICATION

I hereby request you to review the results of the exam in the discipline

“ _____ ,”

taken by me on _____ 20 (date of the exam) in auditorium No. _____ in written/oral form (underline the necessary), due to the following reasons:

Student's Signature _____ Date _____